

COMMUNITY ACTION VOICE



A Quarterly Publication of the Community Action Partnership of San Bernardino County

Community Spotlight

A Day in a Congregate Site

By Jillene Cranfill, NFS Outreach Worker

In the early morning just before sunrise, a rooster crows in the distance as Carole Coffey, Yucca Valley Site Cook, travels the beautiful Mesa Road winding her way down through the hills into the valley. So begins the dedication to preparing nutritious meals with careful attention to quality and consistency. Within a little while, other dependable, capable staff members and volunteers arrive to perform the many tasks involved to ensure the day's meals are up to standard and truly delicious. As the constant and ever present Site Manager, Ana Callicott, with many years of dedicated service, begins her day, and the whole place comes alive.



Group of seniors having lunch at Yucca Valley site.

With cheerful "Good Mornings" and "How are you today", the tone is set for their "work" that is needed and rewarding.

Everywhere you look, preparation is in progress with foods being cooked, fruits washed and vegetables made ready, supplies sorted and sent to the other sites and the home-bound meals packed.

Everyone has a job to do and does it well. Soon the "ready to roll" drivers begin their day with Margaret Brewer loading up all the meals and supplies for three other sites where the dedicated site managers and their hard-working volunteers have been preparing to do their part

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Hunger Action Day—Advocacy for the Poor

By Ray Shaw, FSET Employment Specialist

On Wednesday, May 12 the Community Action Partnership of San Bernardino County (CAPSBC) marked Hunger Action Day by sending three staff members Michael Bautista, Family Development, Ronald Henningburg, Food Bank and Raymond Shaw, Food Stamp Employment and Training Program, to the State Capital in Sacramento. They participated in the rally to advocate on behalf of the poor. California Governor Schwarzenegger and other state legislators are seeking to make

budgetary cuts to programs that serve the socially and economically disadvantaged. The California Hunger Action Coalition brought together people from various agencies across the state to advocate against these proposed cuts and to support legislation for continuance of the food stamp program and school breakfast programs.

After meeting with a number of leaders of the coalition, CAPSBC representatives went to the offices of As-

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People gather to rally for "Hunger Action Day."

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CAPSBC Programs and Services:

Administration (909) 891-3863

Family Development Program (FDP) (909) 891-3950

Food Stamp Employment & Training (FSET) (909) 891-3765

CAPSBC Food Bank (909) 386-5011

Weatherization/Energy Conservation (909) 885-1219

Nutrition for Seniors (NFS) (909) 891-3936



Community Action Partnership of San Bernardino County

Assisting low-income residents of San Bernardino County to achieve economic self-sufficiency



Message from the Director

*"CAPSBC is at the helm
of CAAs nationwide."*

-Patricia L. Nickols



This year Community Action Partnership of San Bernardino County celebrates 39 years of service to the community. May 12, 2004, marked my 12th anniversary as Executive Director of Community Action Partnership. Observing such a milestone provides a wonderful opportunity to reflect on the past and contemplate the future.

The Community Action Board and the San Bernardino County Board of Supervisors appointed me Executive Director of Community Action Partnership (CAP) in May of 1992. As I ponder my twelve years with CAP, I am very grateful for the challenges and the opportunities that come with this position. During my tenure as Executive Director, I am proud and pleased that Community Action Partnership has experienced unprecedented change and growth. Our programs and services have expanded and our revenue has increased; our annual budget has grown from \$4,402,796 in 1992 to \$15,066,382 in 2004. Today, we have over 154 full-time employees.

The past 12 years have literally flown past. I am thrilled with our accomplishments and I am looking forward to the future. The Community Action Partnership of San Bernardino County (CAPSBC) is at the helm of Community Action Agencies nationwide with our new designation as a Private, Public Benefit Corporation. Private community action agencies (CAAs) represent 87 percent of CAAs in the nation. These private CAAs are transforming the field of community service with innovative programs and services to help low-income individuals become self-reliant and productive citizens.

I would like to take this opportunity to acknowledge the CAPSBC Board of Directors and our staff. Your dedication and commitment to excellence has helped us to provide unparalleled service to the people we serve. We have accomplished a lot over the past 12 years, but there is still much important work to be done. I look forward to the continued growth and contributions of CAPSBC. Our work makes a difference. Our thanks to everyone who supported our efforts to improve the quality of life for people throughout San Bernardino County. ♥

Message from the Board Chair



*"San Bernardino Valley
College is proud to have
been able to assist in the
creation of this partner-
ship with CAPSBC."*

-Dr. Robin Calote

In times of economic uncertainty, services to the disadvantaged members of society are often the first to be cut. Thus partnerships among the various sectors -- education, business, faith and community-based organizations -- are crucial to ensure that assistance to the poor and needy is continued.

San Bernardino Valley College (SBVC) is very proud to be a part of helping to provide educational and vocational training to the homeless clients of the Community Action Partnership of San Bernardino County (CAPSBC).

This collaborative partnership began during the Spring Semester of 2003, when Gary Kelly (SBVC Dean of Institutional Advancement), Kevin Anderson (SBVC Director of the Transportation Program) and CAPSBC staff developed short-term training programs and prepared financial aid packets for clients.

Under this program, homeless clients participate in classes that provide certification to help them obtain full time employment in the growing field of logistics / warehousing. The 7-week course includes training in warehouse operations, information systems and safety. CAPSBC also provides the clients with transportation assistance in the form of either a monthly bus pass or gas voucher.

Since the partnership's inception, over 30 clients have completed the Warehouse Operations Course and have found employment with companies like FED Ex, Kohl's, Sketchers, and others. San Bernardino Valley College is proud to have been able to assist in the creation of this partnership with CAPSBC - a partnership that has helped to change lives! ♥

CAPSBC Board of Directors

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Agency Highlights

40TH Anniversary on the War on Poverty

By Sandra Brown, Planner



Attendees gather at CAPSBC booth for information.

The Community Action Partnership of San Bernardino County (CAPSBC), in cooperation with the Community Action Partnership of Riverside County and 14 other community based organization private agencies, celebrated the 40th Anniversary of the signing of the 1964 Economic Opportunity Act, which launched the War on Poverty, at the San Bernardino Arrowhead Credit Union 66'ers Park.

The May 22, 2004 daylong event included: a **Family Fair**, which brought together families throughout the Inland Empire at the stadium to learn about available resources and services for clients in need; a blue ribbon **Symposium**

on Poverty in the 21st Century, which brought together elected officials, board and staff from both San Bernardino and Riverside counties to cover their individual perspective on the direction of poverty in the Inland Empire and a **baseball game** between the Lancaster JetHawkes and the Inland Empire 66er's. In the Inland Empire there are many programs that have helped thousands of families move out of poverty through health, education, employment, legal services, advocacy and institutional change. All of the participants who attended the Community fair were able to attend the baseball game free of charge. The scoreboard featured 30-second excerpts from President Lyndon Baines Johnson's 1964 State of the Union address.

These activities produced a memorable event that will long be remembered by those who attended and found valuable services to benefit the low-income and change lives! ♥



Children play at the booth.



CAPSBC Board member Larry Sanchez and Sandra Brown.

A Moment to Say Thank You

By Carolyn Debevec, Staff Analyst

On May 21, 2004, the Board and staff of Community Action Partnership surprised Executive Director, Patricia L. Nickols, with a celebration in her honor at the Hilton Hotel in San Bernardino. Ms. Nickols' family members also participated



CAPSBC Board Members enjoying dinner,

in arranging the surprise event, celebrating Ms. Nickols' 30 years with the agency; her twelve years as Executive Director; and her birthday. Throughout the evening, CAB Board members, CAPSBC employees, County colleagues, and her family paid tribute to Patricia Nickols' leadership, service to the community, and commitment to her career and family. Speaking at the end of the evening, Ms. Nickols stated, "Well I have to hand it to my staff....they really got me this time." Ms. Nickols stated she was truly surprised, and in a very moving speech, she sincerely thanked each and every one for honoring her. ♥



Ms. Nickols cutting her birthday cake.

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Mr. Michael J. Gallo, Chairman Board of Directors, Ms. Nickols, and Mr. Charles Adams, Deputy Director.

Program Services Updates

Volunteers are the Heart of the Food Bank

By Gerald Wilson, Food Bank Warehouse Operations Supervisor

Since its inception, the Community Action Partnership for San Bernardino County Food Bank has been privileged to attract a loyal volunteer force. From Needles to Montclair, from Trona to Chino, the enormous physical dimensions of San Bernardino County makes it impossible to effectively serve the needy without the support of our loyal volunteers. A large portion of the Food Bank's volunteers, come from over 94 USDA distribution sites throughout the county. The volunteers unload the commodities, pack the food in individual bags, screen the perspective clients, hand out the food and clean up afterwards. Some volunteers donate their time at the 55 salvage agency sites. The volunteers pick up donated food di-

rectly from the Food Bank warehouse and then pass it out to needy clients. "I grew up very poor, and God has been very kind to me. After retiring from Kaiser Steel I wanted to give a little something back", said Charles Lewis, who has devoted decades of service to our goal of feeding the hungry. Mr. Lewis started volunteering at the Food Bank as a warehouse helper in 1985. "Charlie," who is known for his quick wit and enthusiasm, has labored in virtually at every aspect of the Food Bank operations. From sorting and packing donated items, to riding along with drivers to make deliveries to our various churches and charities, Charlie has always been eager to jump in and lend a hand. Two years ago, CAPSBC



Charlie Lewis, Volunteer

recognized him for his volunteer service to the community. Largely due to a volunteer force of over 900 dedicated and committed volunteers, the CAPSBC Food Bank is able to achieve its goal of feeding thousands of hungry families in San Bernardino County each year. ♥

Helping Children Through Lead Hazard Control

By William Warren, Jr., Weatherization Program Manager III



Weatherization Technician inspecting for lead

In 2002, the San Bernardino County Department of Public Health Childhood Lead Poisoning Prevention Program, reported that 300 children have a high blood-lead level in their system. Children with high levels of lead in their bodies can suffer from: damage to the brain and nervous system, behavior and

learning problems, slowed growth, hearing problems and headaches. The Energy Conservation/Weatherization Division of the Community Action Partnership of San Bernardino County (CAPSBC) is well noted and respected in the world of utility assistance, weatherization and appliance work. One component of this division not generally known is Lead Hazard Control (LHC). LHC involves homes built in California prior to 1979. The CAPSBC became involved in lead work in the summer of 1995. The following year, CAPSBC began work in the first home where a child had an elevated blood level of lead. In 2000, CAPSBC expanded at LHC work to include lead inspections. CAPSBC has three lead inspectors, two lead supervi-

sors and five lead workers. They all attended specialized training, passed very detailed testing and certified by the State of California Department of Health Services. These employees perform an extensive visual inspection, use specialized equipment and collect samples of dust or paint to be analyzed in a lab to determine where the lead paint can be found. Since then LHC work has been completed in 235 dwellings where children under the age of six live, visit frequently or have an elevated blood level of lead in their system. The lead hazard control program is a very rewarding activity and CAPSBC is proud to be involved in saving children's lives. ♥

Homeless Coalition

By Carolyn Debevec, Staff Analyst

Following the mandate from the U.S. Department of Housing and Urban Development (HUD) to end chronic homelessness in ten years, the Community Action Partnership of San Bernardino County (CAPSBC) Homeless Coalition has undergone some changes in its structure. When

CAPSBC released the 2003 Homeless Census and Survey, we wanted it to be a living document rather than a reference that occupies space on a shelf. Therefore, the "Next Steps" Homeless Task Force was formed. Representatives from all sectors — government, business, faith and com-

munity based organizations, educational institutions --of San Bernardino County were invited to attend the first meeting on September 25, 2003 — exactly one year after the Homeless Census was kicked off. The Next Steps Task Force has met several times — on

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*Homeless Provider Meeting*

September 25, 2003, October 22, 2003, January 21, 2004, March 17, 2004, and May 12, 2004. Five subcommittees of

the Task Force have been formed to address: Funding, Transportation, Employment and Education, Coordination and Tracking, and Housing. The Homeless Coalition Policy Council oversees the "Next Steps" Task Force and makes policy recommendations and decisions. One major change for the Coalition is that the Homeless Provider Network, which historically met on a bi-monthly basis, was merged with the Homeless Task Force. The Provider Network held its last meeting on

April 21, 2004. The reason for the merger was to create a "working and planning" body, rather than just information sharing. The goal of the "Next Steps" Homeless Task Force is to clearly show that San Bernardino County is serious about ending homelessness. To accomplish this, it became necessary to change the way we do things. CAPSBC is looking forward to many innovative ideas to evolve as the Homeless Task Force continues its mission. ♥

Working Towards Greater Success

By Dora Mejia, FSET Clerk II

The Family Development staff can smile proudly as one of their clients participated in the 40th Anniversary Celebration of the War on Poverty. On May 22, 2004 Mr. Samuel Johnson stood proudly in front of local officials, educators, and community leaders. He narrated his story and acknowledged Community Action Partnership of San Bernardino County for his turnaround. Samuel was involved in the Education First Program, case managed by Michael Bautista, Family Development Specialist. While in the Education First Program, Samuel and his son Jonathan, 15, worked in coordination with

their case manager to develop a positive life changing strategy. This strategy began through the elimination of barriers such as housing and school instability. On May 20, 2004, Samuel



Patricia L. Nickols, Michael Bautista, Samuel Johnson, and wife.

received his Substance Abuse Certification from the San Bernardino Valley College. Just a few years ago he was a single parent, homeless, and addicted to drugs. Mr. Johnson is now married, off public assistance, has been drug free for three years, is now in permanent housing and currently works at a group home in Riverside. His son is looking forward to playing football next year in High School. Helping families achieve self-sufficiency is a very challenging task, and with the help of dedicated case managers, we can help people help themselves. Congratulations to Mr. Johnson! ♥

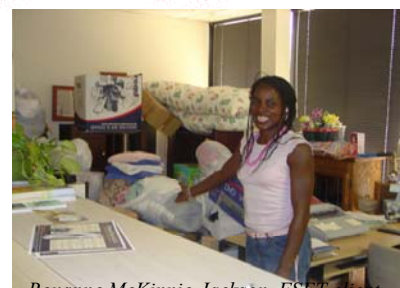
On the Wings of FSET

By Ray Shaw, FSET Employment Specialist

In 1996, Roxanne McKinnie-Jackson came to Community Action Partnership of San Bernardino County (CAPSBC) for assistance. She had just left an abusive relationship, homeless and in need of basic necessities such as food, clothing and shelter. With assistance provided through CAPSBC's housing program, Roxanne was able to rent an apartment. She was also provided with assistance in food and clothing. Through the Home Energy Assistance (HEAP) program she was able to pay her utility bills. "If it weren't for the help I got from CAPSBC, Option House, and God, I don't know where I would be right now," Roxanne said. Roxanne is now able to concentrate on attaining other goals she set for herself. She gradu-

ated with honors from San Bernardino Valley College with Associate of Art degrees in criminal justice and human services in 2003. She was accepted to Cal-Baptist University with a full scholarship and intends to pursue a Bachelor of Arts degree in criminal justice. Her dream is to become a family lawyer. Currently, Roxanne enjoys contributing her time and talents as a participant in the Food Stamp Employment and Training Program (FSET) at various agencies such as Option House. She provides counseling and assistance to women who are facing the same problems she has been able to overcome. She refers about fifty people each month to our agency for various services. Roxanne is a shining example of what the FSET Pro-

gram seeks to accomplish with each client in our program—assisting and encouraging participants to realize their potentials and reach the goal of self-sufficiency. We wish her and all other clients the best in their endeavors and look forward to many more success stories. FSET will continue with its commitment to assist clients with the goal of becoming self-sufficient and contributing members of our society. ♥



Roxanne McKinnie-Jackson, FSET client.

Nutrition for Seniors

By Frances J. Martin, NFS Clerk I

As the nursery song goes.....the Meals on Wheels go round and round, round and round, so early in the morning! Everyday from 9:00 a.m. to 2:00 p.m., five very hard-working and dedicated drivers, hop in to their delivery vans of the Community Action Partnership of San Bernardino County's (CAPSBC) Meals on Wheels Program ready to go around and deliver frozen meals to approximately 700 seniors in the East Valley and Yucaipa areas. As of July 1, 2004, another seven very hardworking and dedicated drivers in



CAPSBC staff gets meals ready for the day.

the Morongo Basin will begin delivering frozen meals to approximately 300 seniors located in that area. The frozen meals are for senior's consumption 365 days a year including holidays. Our drivers must see the seniors every week to make sure they are okay. In the process, they have formed a close bond with many of our homebound seniors who really love and appreciate the drivers. Most times our drivers may be the only person the senior may talk to during the day. Initially, when seniors sign up for our program we ask for the name and phone number of an emergency contact person so that we can get help for the senior immediately. In some instances, our drivers have found seniors on the floor who are not able to get up. The Nutrition for Seniors office is called and they get help for them as soon as possible using their resources. For Lupe Rodriguez, Delivery Driver Person, who has deliv-

ered hot and frozen meals for the last 18 years, it is more than just delivering the meals. "I don't have my parents anymore and just talking to the seniors, helping them, and making sure they're okay gives me fulfillment," said Lupe. "I love my seniors. I always look forward to seeing them and having conversations with them. Sometimes they tell me funny stories," added Lupe. The goal of CAPSBC's Nutrition Program is to assist seniors in maintaining independent living with dignity, while providing sound nutrition. Since CAPSBC started the Nutrition for Seniors Meals on Wheels Program in 1974, thousands of seniors who are homebound or disabled or have health problems have been provided with nutritionally sound meals. For the seniors, the Meals on Wheels Program will keep going round and round all through the town! ♥

CAPSBC Strategic Planning: Update

Since the Strategic Planning process began in February 2004, the following activities have been completed:

Management Team Meeting I - The meeting was held on February 9 to discuss the desired outcomes from the Strategic Planning process.

Stakeholders' Interview - Twenty interviews were completed with representatives from partner agencies, CAB members, government agencies and funding sources from March 15 to April 20, 2004.

Needs and Opportunities Corps - The training was conducted on April 14, 2004 and participated by 23 volunteers from partner agencies and CAPSBC staff. A total of 932 questionnaires were completed. The Needs and Opportunities Summit was held on May 19, 2004, to update the corps members about the findings from the environmental scan activities and prioritize areas of focus for the strategic plan.

CAPSBC Board SWOT (Strengths, Weaknesses, Opportunities and Threats) Workshop - Held on April 20, 2004 during the Community Action Board Meeting and 13 board members participated.

Staff Values and Opportunities Workshop - Fifteen CAPSBC staff members participated in the Workshop on May 14, 2004 to discuss staff values and SWOT analysis.

Review of Existing Community Needs Assessment - Data from various community needs assessment were reviewed and analyzed to present an overview of primary needs of low-income residents in San Bernardino County.

Management Team Meeting II - This second meeting was held on June 10, 2004 to review the draft Environmental Scan Report, discussed the draft strategic priorities, identified participants to the focus group and finalized the agenda for the Strategic Planning retreat.

The abovementioned activities and the two focus groups scheduled in July will complete Phase I of the Strategic Planning Process - The Environmental Scan. Phase II - Priority Selection and Goal Development will begin in August and Phase III - Strategy and Overall Plan Development is from September through December. ♥



Volunteers helping with food inventory and preparation.



Senior enjoying lunch at the congregate site.

(A Day in a Congregate Site ... Continued from page 1)

in serving another community with homebound and congregate meals. In preparation for the noon meal, the staff and volunteers are busy putting things in place and keeping a watchful eye as the seniors begin to fill the dining room. As they enter, warm greetings are exchanged that make for a friendly environment. Looking around, you will see folks visiting with new and long-time friends, each with a name and a lifetime of stories to tell. They find their favorite place to sit or try a new one and settle in. As the clock reaches noon all the effort, dedication and preparation has been well laid. Everything is ready to serve this congregate group of respected and important members of our community. Many of whom we have come to know as our extended family. We are very fortunate to know them and be part of their lives everyday. Please come and partake of the delicious meals we prepared just for you. ♥

(Hunger Action Day... Continued from page 1)

assemblyman Longville and Senator Soto to provide information on these bills and to urge their support. This was followed by a march around the State Capitol and a rally on the Capitol steps. People from various groups representing the disadvantaged, such as seniors, the homeless, healthcare providers for the needy, low income families, food stamp and TANF recipients, and others gathered to demand a fair budget for all Californians. The keynote speaker was State Treasurer, Phil Angelides, who spoke against the proposed budget cuts and urged the governor and legislators to invest in communities and to provide for the needs of the disadvantaged. He opposed budgetary cuts for colleges and universities and called for State Government to close tax loopholes provided to the wealthy. The Community Action Partnership of San Bernardino County will continue to take the struggle for the rights of the disadvantaged from the Hunger Action Day Rally to our communities and is committed to be a leading advocate on behalf of the disadvantaged of our county. ♥



Capitol Building in Sacramento.

Employee of the Quarter

Arlene Medina has been with CAPSBC for nineteen years. She began as an outreach worker for the HEAP program. She has steadily worked her way up the ladder with the organization, working with several programs such as HEAP, the Family Development Program and Children's Services. Arlene has worked with many clients about her desire to go the extra mile any time someone is in need of her assistance. She always has a passion for working with the low-income and homeless families, showing the way to self-sufficiency. Arlene has always been a generous person, willing to pitch in whenever there is a need to help a worthy cause. For those of us who have had the pleasure of working with her, we have come to know a very friendly and hard-working person who always greeted you with a smile. Arlene now works as the lead specialist for the Department of Children's Services.



outreach worker gram. She has her way up the organization, eral programs Family Develop- the Department of vices. Everyone with Arlene com- friendliness and extra mile any need of her assis-

We congratulate you, Arlene, and look forward to many more years of your fellowship
Congratulations and may we have more of your kind!

Tidbits

Better Time Management



Get Organized

Establish a place for everything, and then put everything in its place. You lose, on average, an hour a day looking for things.

Learn to Say No

Ask yourself, "Is this the wisest and best use of my time right now?" If you cannot respond positively to that question, say no to the opportunity.

Get Motivated

Find what motivates you and use it. When you're in a positive mood you can get more done, so use positive material to help you get there.

Plan 15 Minutes Every Day

When we plan and prioritize, we control events instead of falling prey to events that control us.

Become Computer Efficient

Our ability to navigate the computer absolutely affects our ability to be productive. Improving your typing skills and learning keyboard shortcuts can save you time every day.

Thought for the Day

"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy." -- Martin Luther King, Jr.

Announcements

Volunteers are needed in the Nutrition for Seniors Program. Assistance is needed with food preparation, packing meals and clean up. If interested, please call (909) 891-3936.

Welcome to all new CAPSBC employees!

Marisol Ayala

David Jones

Donna Hicks

Linda Rynn

Elizabeth Strudle

Tanya Humphery

Gloria Maree

Dianne Thomas

Tracia Allen

Congratulations to: Ellen Dattaray as the Supervising Accounting Technician, Renee Wilson as the Program Coordinator II, and Carolyn Debevec as the new FDP Program Manager.

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Gloria Maree, Naomi Norman, Phyllis Mumoz, Ray Shaw,
Rowena Concepcion & Yahara Quezada*

Calendar of Events

JULY:

- July 9 – 2004 High Desert Homeless Care
Faire Planning Meeting
- July 15 – 2004 Homeless Care Faire
Planning Meeting
- July 20 – CAPSBC Board of Directors
Meeting
- July 21 – Homeless Task Force Meeting
– Strategic Planning Client Focus
Group
- July 22 – NFS Project Council Meeting
– Strategic Planning Partner Focus
Group

AUGUST:

- August 19 – Strategic Planning Advisory
Committee Meeting

SEPTEMBER:

- September 1-4 – Community Action
Partnership 2004 Annual
Convention
- September 4 – "No Room for Poverty"
National Rally,
Washington, DC.
- September 21 – CAPSBC Board of Directors
Meeting
- September 16 – NFS Project Council
Meeting
- September 17-18 – CAPSBC Strategic
Planning Retreat



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The Promise of Community Action

**Community Action changes people's lives, embodies the spirit of hope, Improves communities, and makes America a better place to live.
We care about the entire community, and we are dedicated to helping people help themselves and each other.**